



Round House Café Customer Feedback

Questions, Comments and Answers as of October 2, 2012

Got the Pueblo Stew and the beans were not quite done. They could have boiled another 30 or 45 minutes. The beans in the serving I got were a little hard, undercooked. Only ate about half of it. Thank you for letting us know about the beans and we agree – they were a bit al dente. We apologize and discussed with our Chef. We offered you a free lunch for letting us know. Thanks again.

Thank you for another great chili contest. I understand #2 (Everett Belone Sr's green chili) was the winner and I thought it was the best too. We appreciate everything you do to make the Café a fun place to eat lunch every day. Please keep up the good work. These events are just plain fun. Thank you for your kind words.

The squash and cheese at this year's Native American Days evening meal was absolutely delicious. The meat in the bone stew was falling off the bone. Everything was great. And the evening activities were super, especially the music and the Cumbia contest. Thank you! We appreciate your feedback. We have to give extra outstanding credit to Yvonne Schaaf and Clifford Lopez in Community Relations for handling all of the events during Native American Days, especially the Thursday evening festivities. They do fantastic work.

Why not place one of the free coffee stations that are in the break rooms in the Café as complimentary? It's the best coffee. There have been many times I have wanted coffee but didn't want the Java City stuff, which doesn't taste very good. Coffee taste depends on how it is made, and the break room coffee is very good. Thanks for the idea, however, the main reason we can't do that is the Café is open to the general public, and the free coffee in the break rooms is intended primarily as a benefit to working SRPMIC staff and visitors. The other problem with giving away free coffee in the Café is, frankly, sales would drop, and the subsidy would go up. Thanks again for the idea, though. Keep 'em coming. ☺

I got the Zoca Fresh Mex to the Max and the person who served me didn't give me the full meal, but they charged me the full \$6 anyway. The service is always pretty great but I just wanted to let you know because \$6 is a lot for half the meal. It tastes great though. Suggestion: Perhaps a brown rice, and black bean option next time for WellPathians. Thank you for letting us know and for the ideas on future options. Zoca was very well received. Watch for it again in October.

(This happened twice to the same person). Every time I come right at 11 am and go to the pizza station, the Calzones or Stromboli are never ready and the worker(s) get an attitude and tell me I'll have to wait. I thought you opened at 11 am – and if so, shouldn't the food be ready? Very frustrated. We apologize for your frustration and hope we can take a "do better" slip. We have given you two free lunches to compensate you for your time wasted and talked with the staff about customer service and having our menu prepared and ready to serve on time. We can always do better and appreciate your willingness to give us another chance.

I think my credit card was swiped twice for the same transaction because of a sales tax issue. Can you help? Yes we can. Sorry about that, and thanks for letting us know. We can go back through the charges and issue credits when they are due. Our apologies.

Thank you for the Cardinals' Football tickets I won in the "guess the number of footballs" contest. Great game, and my husband and I had so much fun. We enjoy putting on the contests and giving away great prizes almost as much as our customers enjoy playing the games, stuffing the bin, and winning! Watch for two October Contests – the World Series Fall Overhaul Fastest Pitch Contest (during lunch on Fall Overhaul Friday, 10/19) and the 2nd annual Halloween Pumpkin decorating contest.

Could we use the Round House as a location for a personal fundraising bake sale for a youth? The funds raised from this bake sale would go towards an entry fee and travel expenses for a national competition they are entering. Thanks for asking. This request comes up from time to time and unfortunately, it is one of the times when we have to say no. SRPMIC administration policy prohibits the Café from supporting individuals raising money for personal goals and activities. The [Two Waters Employee Handbook](#), item "#13-p" on page 7, addresses the issue. Council has made the ongoing exceptions of supporting and encouraging department fund raising events and activities, but sales by individuals are currently prohibited anywhere on the Two Waters' complex. For instance, policy prohibits the sale of vendor items like food, jewelry or blankets; and outside group items like Girl Scout Cookies; but allows departments to raise funds via bake sales for holiday and other employee activities. Thanks again for asking, and hope this info helps.

Kudos & Klouts (Customer Comments and/or Suggestions)

- The Angus Burger is great. Better than any national chain restaurant. Keep it up.
- Chicken Tikka Masala is excellent. Please let the chef know. Thank you.
- We have had three catering orders in the last month that have only been partially filled or even unfilled
- Seems like the ingredients for the chili contest would cost more than the prize; hardly worth the effort
- Had the Zoca chicken rice bowl today and it was delicious
- The music during Native American days rocked! (and.....) The live music during Native American week was WAY TOO LOUD. We couldn't take it, and left the Café...
- Thank you for the variety of Native American foods offered recently, such as Pima Poshol, Misickquatash and others
- I appreciate you selling the Tepary Beans and Wheat at the cash registers...
- FYI: Today's chili beans were the BEST I've had; whoever made it – it was delicious!
- I miss the Wisconsin Beer Cheese Soup! Please serve again soon. Please?
- The Pima Saba "soup" was absolutely delicious. Please have again soon. I had to go back for a second bowl...
- Please make sure the cilantro and stuff is out when you serve the Posole; lunch is short; hate to wait. Thanks.
- Glad you brought back the Pasta Bar! Very, very good. Thank you.

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

© THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 4.5, October 2012)

